

MLGW Outage Improvement Advisory Team (OIAT) Overview

March 17, 2022

Mission/Purpose

To provide community-based input that will assist MLGW in assessing options to reduce electrical outage duration and frequency and to improve associated communications and awareness for customers and the general public.

Scope

The team will focus on MLGW's electrical distribution system and its reliability and resilience as these elements pertain to customer impacts. The team will also focus on all facets of MLGW's customer communications during outages. MLGW's electrical transmission system and associated operations will *not* be included in the scope of this initiative.

Assumptions and Other Considerations

- Power supply will be available 100% of the time regardless of supplier.
- MLGW provides electric service to customers throughout the entirety of Shelby County and the reliable provision of such service can have impacts well beyond our geographical borders.
- "Customers" are assumed to be any person or entity who may be impacted by MLGW's provision of electricity.
- The operation of MLGW's electric distribution system requires complex arrangements of devices and other infrastructure.
- MLGW's electric distribution system is impacted by many factors that are uncontrollable. Many devices and technologies are deployed to minimize customer outages, but such outages are possible under many different scenarios.
- MLGW has completed ~20% of the outage improvement measures contained in its 5-year Service Improvement Plan.
- Overall electric system reliability (measured in outage minutes) has improved in the past 2 years.
- 2020 total customer outage minutes were ~4% below 2019 levels; 2021 total customer outage minutes of interruption were ~20% below 2019 levels indicating an improving trend.
- Tree trimming resources have been difficult to acquire and maintain in MLGW's service area. MLGW is in the process of evaluating options in this regard.
- The balancing of elements such as costs and environmental impacts associated with any additional outage improvement measures should be considered in any option(s) recommended.
- Funding for reliability improvement initiatives incremental to those included in the existing 5-Year Service Improvement Plan will need to be given careful consideration.
- Options considered that are not currently within the scope of MLGW activities and that exceed current cost approval limits will require MLGW Board and Memphis City Council approval prior to implementation.

Composition of Team and Expectations

The team will consist primarily of members of the existing MLGW Neighborhood and Community Advisory Councils. Among the additional members will be an existing MLGW Board Member, an existing Memphis City Council Member as well as at least one representative appointed by each of the respective Mayors from the municipalities across Shelby County. All members will be finalized by Friday, March 4th.

Team members will be expected to fully participate including the reviewing of homework assignments as provided. In addition, team members will be expected to be fully engaged during meetings and attend at least 75% of all scheduled meetings.

Leadership and Facilitation

The team will be chaired by J. T. Young, President & CEO of MLGW and Doug McGowen, Chief Operating Officer for the City of Memphis. Alonzo Weaver, MLGW SVP & Chief Operating Officer will directly assist Young and appropriate subject matter experts will be engaged as needed. Facilitation of the team meetings will be conducted by Brian Solsbee, Executive Director of the Tennessee Municipal Electric Power Association (TMEPA).

Meetings and Duration of the Team's Task

Most meetings will be held virtually and will commence with an in-person meeting on **March 17th from 9 a.m. – noon at the Ben Hooks Central Library, 3030 Poplar Ave.** The team's task will conclude no later than the end of June 2022. All meetings will be open to the public and livestreamed for convenience. However, in the interest of efficiency and effectiveness, only team members will be able to directly speak during meetings. There will be a portal established to allow for public comments.

Tentative schedule for remaining meetings (will be adjusted as needed):

- **Thursday, March 31, 9 a.m. – noon (Ben Hooks Central Library)**
- **Thursday, April 14, 9 a.m. – noon (Virtual)**
- **Thursday, April 28, 9 a.m. – noon (Virtual)**
- **Thursday, May 12, 9 a.m. – noon (Virtual)**
- **Thursday, May 26, 9 a.m. – noon (Virtual)**
- **Thursday, June 9, 9 a.m. – noon (if necessary, in person)**

Work Product and Delivery

Upon the conclusion of the team's task, all recommended options will be presented to the Mayor of Memphis, MLGW's Board and the Memphis City Council. Subsequent actions may be requested, and such actions will be taken in concert with existing processes for consideration and approvals.